

Agentic AI for MAS

Existing and Future

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Maximo Product Management



Please note

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We are rapidly entering the **Agentic era**

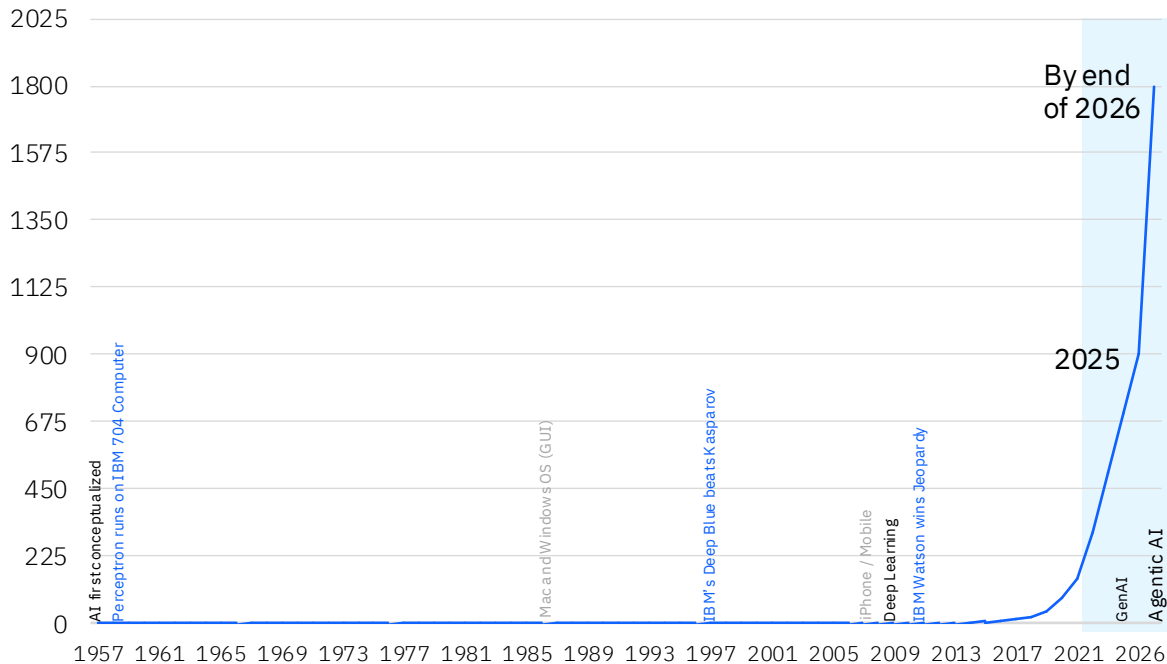
Every major software era was defined by a new interaction model.

Agentic AI may be the biggest shift yet because software is beginning to act, not just respond, fueling explosive adoption.

We must accelerate our transformation velocity and expand exponentially.

The great AI shift:
Decades of adoption in **every year**

Million users
adopting AI tools



Goal:

Higher quality outcomes, faster
than humanly possible.

IBM Maximo

Industry leading asset management

+

IBM watsonx

Industry leading generative AI

- Built to serve the end user, no data science skills required
- Interact using natural language
- Seamlessly embedded in the Maximo UI
- You decide what and how much AI to leverage
- Your data is YOUR data – it is not used to train general models
- Security, compliance and ethics our our highest priority

How do you get it?

↪ Maximo AI Service

An add-on to MAS available now

The engine powering AI in Maximo.

- Consumes MAS AppPoints.
- Available On-Prem, SaaS and Hybrid
- AI Service access is controlled via security groups.
- Adheres to all data security settings through API integration.
- Includes ML models, training, and tools for GenAI features in MAS

IBM Maximo Application Suite

AI configuration

AI Service is available

Manage AI Service and the AI features that it enables. [Learn more about creating AI configurations](#)

Search

Configuration	Description	Template	Template v...	Object stru...	Attribute	Active	Model ID	Model status
WOPROBL...	Problem c...	pcc	v1.0.0	MXAPIWO...	PROBLEM...	Inact...	mc0fbaee...	Check...
ASSISTANT	Enable an...	nl2oslc	v1.0.0	-	-			
WOSIMIL...	WO Simila...	similarity	v1.0.0	MXAPIWO...	-			
LEASEEXT...	Lease cont...	docextract	v1.0	-	-			
SOFTWARE...	Software c...	docextract	v1.0	-	-			
CONDITIO...	Condition i...	insightgen...	v1.0	-	-			

Items per page: 10 1 – 5 of 5 items

Model status

Model ID
Unspecified

Inferencing status
Ready

Training status
Done

Error message
BMXAA1477E - The connection to the target server endpoint failed. Either the server is down, the server address is not reachable, or a transport layer error happened. No subject alternative DNS name matching aibroker1-mas-apmdevops-aibroker.apps.aibrokerdev.cp.fyre.ibm.com found.

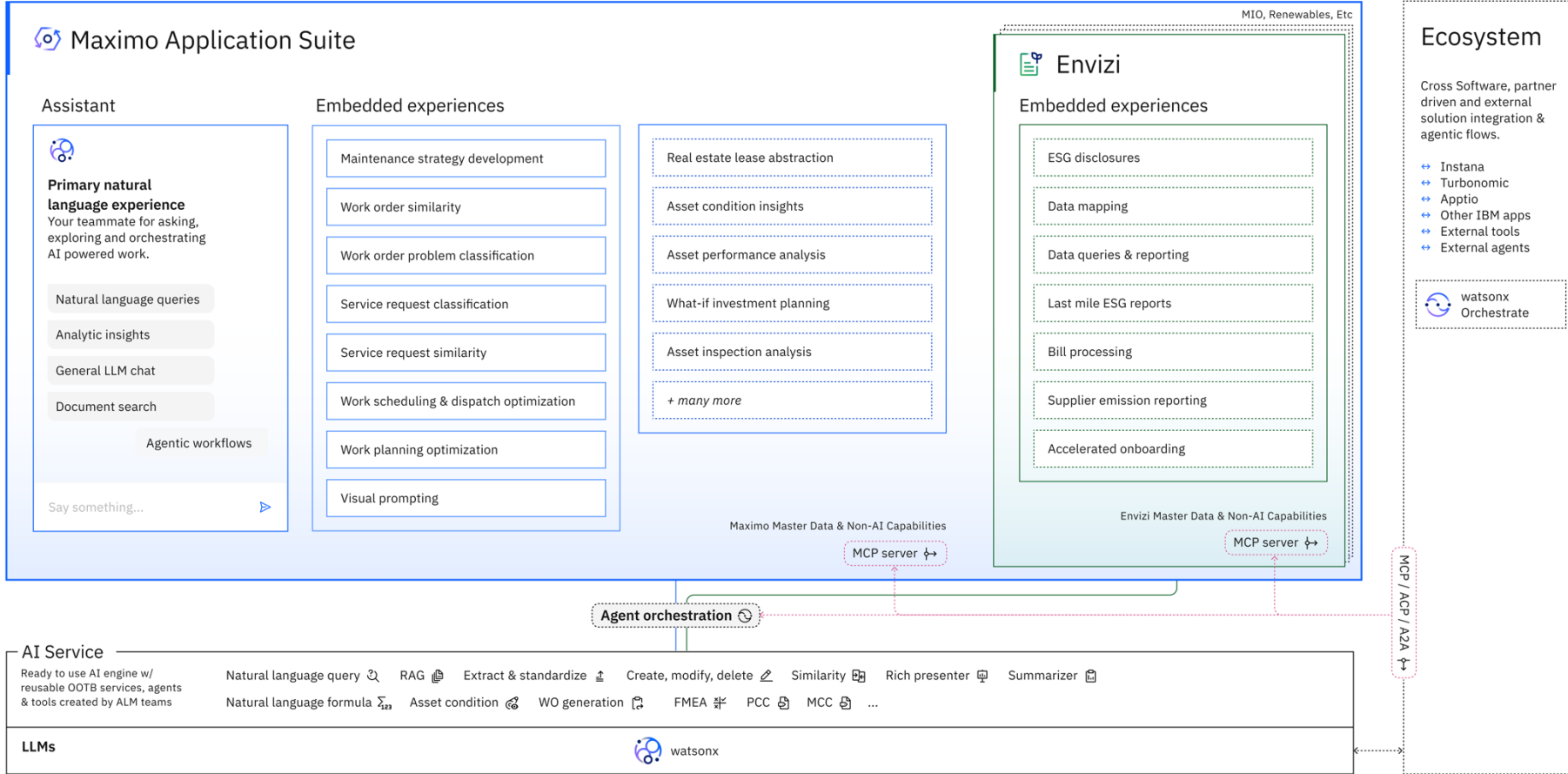
Last successful training
Unspecified

Duration of training
Unspecified

Training accuracy score (between 0 - 1)
Unspecified

OK

The direction we're *headed* with ALM AI



A brief overview

Available in 9.1

Foundational

- Maximo AI Service introduced for LLMs & Natural Language Processing.

General use cases

- Work order Problem Code Classification prediction (PCC)
- Generalized field value prediction (MCC)
- Work order similarity
- FMEA Builder
- Visual inspection Visual prompting
- IT Ticket similarity for resolution & recommendation based on user role (requires MaximoIT)
- IT Workgroup routing of tickets based on history (requires MaximoIT)

Assistant

- Natural language query (Asset, Work order and Service request objects)
- Simple calculations (eg: count/sum/avg work orders by problem code)
- Interactive table-based results

Primary additions targeted for 9.2 release

Foundational

- MCP Server for Maximo Manage + AI capabilities
- Extensibility strategy (watsonx Orchestrate as an example)
- Centralized AI configuration/management experience

General use cases

- Condition insights from Health/Asset dashboard + Assistant
- Lease Abstraction for Maximo Real Estate & Facilities
- Administration assistance and recommendations
- AI driven ticket manager, leveraging field value recommendations
- FMEA builder expansion with RCM advisor and recommended mitigation actions for failures
- Smart alerts agent for condition-based maintenance

Assistant

- Available in and optimized for Maximo Mobile
- Supervisor agent capability (ability to take user input, build a plan using other agents, the Maximo MCP server and tools for human approval, and execute it)
- Robust conversation, handling unclear questions, multiple chat histories and turns.
- General Q&A capability (general LLM 'chat')
- Summarization of records into simple natural language responses
- Additional 6 business objects for query OOTB (Meter, Worklog, PM, Assignment, JobPlan, Person)
- Capability to add support for any business object, including custom and child objects

Capabilities available in MAS 9.1 (Today)



Classification prediction

- Improve maintenance decisions and data quality for reporting/analytics.
- Automate work order process flow with advisory infused AI



Similarity analysis

- Streamline Tasks and accelerate resolution times.
- Bulk action 'like' problems to better resource utilization.
- Identify patterns to improve processes.



FMEA Builder

- Reduce creation time of asset FMEA (Failure Mode and Effect Analysis) from 100s of hours to minutes.
- *The FMEA data will provide AI Agents with knowledge about asset failure causes and mitigations.*



Maximo Assistant

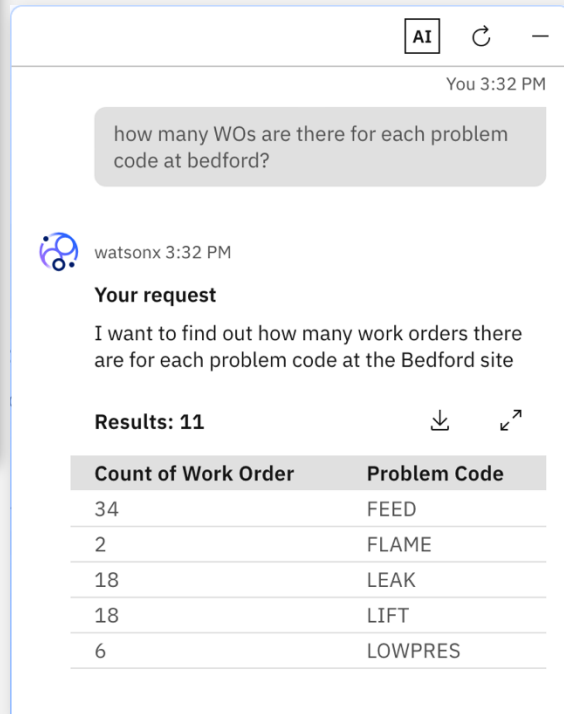
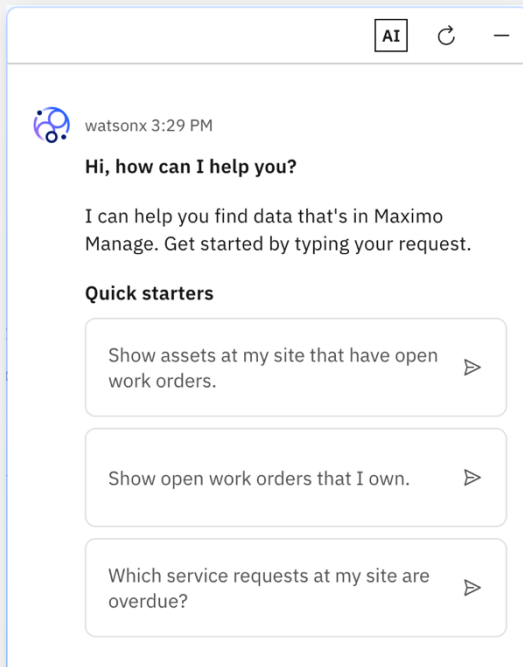
- Enhance productivity via a conversational AI experience.
- Accessible from the new dashboards and on every page in Manage.
- Presents results dynamically in a consumable and interactive UI.

Maximo Assistant

Built into Maximo, the AI Assistant lets teams interact with data using natural language—no complex queries, technical skills, or multi-step processes needed.

Capabilities in Manage 9.1

- **Database Retrieval:** Instantly display work, asset, and service data using plain language.
- **Analytical Insights:** Get real-time metrics like count, sum, average, and more.
- **Interactive Results:** Customize and filter data in a full-screen workspace



Page last updated: 4/24/25 10:11:52 am Maintenance Manager Public

✔ Under target by 2.00

0 work orders

0% from last refresh

✔ Under target by 5.00

0 work orders

0% from last refresh

✔ Under target by 95.00

0%

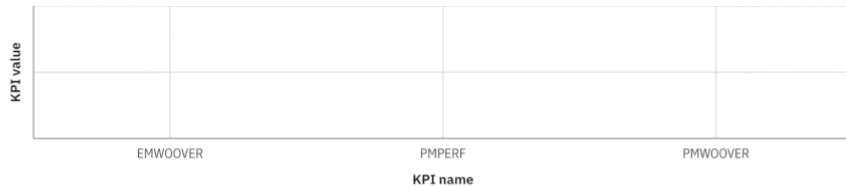
0% from last refresh

✔ Under target by 90.00

C

0% from last refresh

Last updated on 4/24/25 10:11:54 am



Last updated on 4/24/25 10:11:54 am



No results found

Favorites subtitle

Work Orders

Scheduling Dashboard

Work Order Tracking

Service Requests

Quick Reporting

Create work order

Work Order Tracking

Create service request

Create purchase request

Purchase Requisitions

C

Assignment

Due Date



Scenario: WO, asset, & service discovery

As a maintenance supervisor I can gather information on current open work, assets and SRs.

- Quickly spot overdue work orders needing attention
- Search descriptions by keyword (e.g., “leak”) to check for reported issues
- Find assets matching criteria, like those operating with open work orders

Result

I want to show open work orders at the Bedford site with 'leak' in the description

Results: 19

Work Order	Status	Description	Asset	Location	Site	Parent WO	Problem Code	Reported Date
5005	WAPPR	Check-out Leaki...	13145	BPM3100	BEDFORD		LIFT	12/31/98 3:00:...
6005	WAPPR	Check-out Leaki...	13145	BPM3100	BEDFORD		LIFT	12/31/01 2:31:...
T1065	APPR	Check housing f...	11430	BR430	BEDFORD	4200		2/17/11 9:10:2...
1217	WAPPR	Decreased flow ...	11555		BEDFORD		LEAK	4/18/25 8:00:0...
T1076	WAPPR	Check seal and ...			BEDFORD	1237		3/12/25 4:08:1...
1237	WAPPR	Centrifugal Pum...	11555		BEDFORD			3/12/25 4:07:4...
1264	WAPPR	Investigate Low...	11555		BEDFORD			3/12/25 4:18:5...
T1081	WAPPR	Inspect For Leaks			BEDFORD	1264		3/12/25 4:19:1...
1283	WAPPR	Replace the seal...	11555		BEDFORD		LEAK	3/13/25 10:17:...
1281	WAPPR	Identify the sou...	11555		BEDFORD			3/13/25 10:09:...

Items per page: 10 | 1-10 of 19 items | 1 of 2 pages

Chat Window:

watsonx 3:29 PM

Hi, how can I help you?

I can help you find data that's in Maximo Manage. Get started by typing your request.

Quick starters

- Show assets at my site that have open work orders.
- Show open work orders that I own.
- Which service requests at my site are overdue?

You 3:30 PM

show open work orders at bedford with leak in description

watsonx 3:30 PM

Your request

I want to show open work orders at the Bedford site with 'leak' in the description

Results: 19

Work Order	Status	Description
5005	WAPPR	Check-out L...
6005	WAPPR	Check-out L...
T1065	APPR	Check housi...
1217	WAPPR	Decreased fl...
T1076	WAPPR	Check seal a...

Type something...

Scenario: Find missing data

Easily spot missing fields to ensure data quality and compliance:

- Review planned work and tasks per asset.
- Identify work orders missing job plans or problem codes.
- Find assets lacking key data like install dates or costs

Result

I want to see the open work orders that are missing job plans

Results: 6993

Work Order	Status	Description	Asset	Location	Site	Parent WO	Problem Code	Reported Date
2006	WAPPR	Check-out Align...	13143	BPM3100	BEDFORD			12/31/98 3:00:...
7211	WAPPR	Building equipm...		NEEDHAM	BEDFORD	7210		9/23/98 5:02:0...
5008	WAPPR	Fire Door Cable ...		BOILER	BEDFORD			12/31/98 3:00:...
2005	WAPPR	Check-out Leaki...	13145	BPM3100	BEDFORD		LIFT	12/31/98 3:00:...
7200	WAPPR	Contruction - Ph...		NEEDHAM	BEDFORD	7000		9/23/98 5:00:0...
2001	WAPPR	Ventilation Fan -...		SHIPPING	BEDFORD			12/31/98 3:00:...
6000	WAPPR	Window Broken ...		SHIPPING	BEDFORD			12/31/01 2:31:...
6002	WAPPR	Stop Guard on S...		SHIPPING	BEDFORD			12/31/01 2:31:...
2004	INPRG	Feeder Jammed	13110	BPM3100	BEDFORD			12/31/98 3:00:...
1000	WAPPR	Relocate Guard ...	11300	BR300	BEDFORD			12/31/98 6:18:...

Items per page: 10 | 1-10 of 6993 items

1 | 1 of 700 pages

Results: 19

Work Order	Status	Description
5005	WAPPR	Check-out L...
6005	WAPPR	Check-out L...
71065	WAPPR	Check housi...
1217	WAPPR	Decreased fl...
71076	WAPPR	Check seal a...

which open WOs are missing job plans

Results: 6993

Work Order	Status	Description
2006	WAPPR	Check-out AL
7211	WAPPR	Building equ...
5008	WAPPR	Fire Door Ca...
2005	WAPPR	Check-out L...
7200	WAPPR	Contruction ...

Scenario: Work assignment

Access information and take action without switching pages

- Assign or reassign work to the right technician
- Ensure critical work orders are prioritized
- Update approval status as needed

Work Order Tracking

Change Status

Work Order: 1217
Location: Decreased flow check seal leak
Status: WAPPR
Memo:
New Status:
Status Date: 5/1/25 8:38 PM
Print or Email Work Order Report when change status in background selected?
Change work order status in background?
Notification E-mail for Work Order Change Status: maxadmin@test.ibm.com
Buttons: Cancel, OK

Work Order Details:

Work Order	Status	Description
5005	WAPPR	Check-out L...
6005	WAPPR	Check-out L...
T1065	APPR	Check housi...
1217	WAPPR	Decreased fl...
T1076	WAPPR	Check seal a...

Chat Window:

Which service requests at my site are overdue?

You 3:36 PM

show open work orders at Bedford with leak in description

watsonx 3:36 PM

Your request

I want to show open work orders at the Bedford site with 'leak' in the description

Results: 19

Chat Window:

You 3:38 PM

show open work for owner miller

watsonx 3:38 PM

Your request

I am looking for open work orders assigned to owner miller

Results: 1

Work Order	Status	Description
1217	WAPPR	Decreased fl...

Type something...

Scenario: Data insights

Instantly access work, asset, and service insights for simple reporting.

- Analyze work types, problem codes, and costs by site.
- Get instant answers to calculations like averages and totals

The screenshot displays the IBM Maximo Application Suite interface. The main panel shows a query result titled "Result" with the following description: "This query aims to count the number of work orders (COUNT(*)) for each distinct problem code (problemcode) from the 'workorder' table where the site ID is 'BEDFORD'. The results are grouped by problem code." The results are displayed in a table with 10 rows, showing the count of records for each problem code.

Count of all records	Problem Code
34	FEED
2	FLAME
16	LEAK
18	LIFT
6	LOWPRES
5	LOWVOL
8	LUBE
10	MOTRFAIL
36	STOPPED
1175	

At the bottom of the table, it indicates "Items per page: 50" and "1-10 of 10 items".

On the right side, there is a sidebar with an AI icon and a chat window. The chat window shows a query explanation and a summary of the results.

AI Chat Window:

This query retrieves the 'wornum', 'status', and 'ipnum' from the 'workorder' table where the 'status' is not equal to '-CAN-', '-COMP-', or...

Results: 6949

Work Order	Status	Description
2006	WAPPR	Check-out AL
7211	WAPPR	Building equ
5008	WAPPR	Fire Door Ca...
2005	WAPPR	Check-out L...
7200	WAPPR	Construction ..

Below the chat window, there is a summary of the results:

Results: 10

Count of all records	Problem Code
34	FEED
2	FLAME
16	LEAK
18	LIFT
6	LOWPRES

At the bottom of the sidebar, there is a search bar with the text "Type something..." and a search icon.

Classification prediction

Work Orders

- Recommends classifications (e.g., problem codes) to address poor or missing work order data.
- Enhances maintenance prioritization and reduces review and approval time.

IT service tickets

- Recommends the right workgroup to optimize resource use.

Problem code

Unspecified

AI

AI HIGHPRESS 60%

72% of users cite data quality as their main challenge, making that the number 1 opportunity to getting a return on AI.

Work Order Intelligence and Agentic Workflow research '24

Last updated 2/14/2024 1:00 pm

Recommendation

Select a recommended failure class.

Regenerate

Failure class	Description	Confidence
☒ PUMP	High pressure	60%
☐ COMPRESSOR	Leaking	51%
☐ LOWPRES	Low pressure	49%

Cancel Apply

Similarity analysis

Work Orders

- Improve resolution speed by referencing completed work with similar cause..
- Configure which attributes should be used to identify duplicate/similar WO records.
- Assign/manage work in groups to streamline resource usage.
- Consolidate duplicate work to streamline resolution.

IT service tickets

- Recommends similar ticket incidents based on role.

IBM Maximo Application Suite | Manage

Work orders / 1004 / Similar work orders

Similar work orders

The following work orders are similar to work order 1004.

Current work order						
Work Order	Description	Location	Asset	Status	Scheduled start	Site
1004	Generator Overhaul	BR300	11300	APPR	3/30/25 3:00 PM	BEDFORD

Similar work orders									
☐	Work Order	Description	Location	Asset	↑	Status	Scheduled start	Site	Similarity score
☐	1384	Relocate Guard	BR300	11300		APPR	3/30/25 3:00 PM	BEDFORD	92%
☐	1477	Rebuild Feedwater	BR300	11300		WAPPR	5/23/25 12:00 PM	BEDFORD	87%
☐	1006	Generator Overhaul	BPM3100	13140		INPRR	6/17/25 3:00 PM	BEDFORD	79%
☐	1285	Feedwater Pump	BR230	11230		WAPPR	4/15/25 3:00 PM	BEDFORD	68%
☐	1370	Paint Guard Rail	BR200	BR200		WAPPR	4/07/25 3:00 PM	BEDFORD	64%

Items per page: 100 | 1–5 of 5 items | 1 of 1 pages

FMEA builder

Today

- Generate detailed content like equipment boundaries to rapidly create asset FMEAs

Looking forward

- FMEA data equips AI Agents with insights on failure causes and mitigations

IBM Maximo Application Suite | Reliability Strategies

Custom strategies / Edit strategy (CENTPMPST - Centrifugal Pump Oil Refinery)

Overview Failure modes Actions Mitigation activities Assets

Data analysis needs

Boundary

Equipment Overview: A failure modes and effects analysis (FMEA) will focus on the centrifugal pump utilized within an oil refinery setting. This rotational pump is used to move liquids through various stages of the refining process via rotation of its impeller housed inside a casing. Key elements also involve the drive mechanism, which is typically a steam turbine; instrumentation tracking parameters like pressure, flow rates, and temperature; alongside foundational structures supporting the pump assembly.

Included Components:

1. Impeller: Central component responsible for liquid propulsion due to its spinning motion.
2. Casing: Surrounds the impeller providing structural integrity while guiding fluid flow directionality.
3. Shaft & Journal/Thrust Bearings: Facilitate smooth axial and radial movements respectively supporting overall functionality under load conditions.
4. Sealing Mechanisms: Prevent leakage between moving parts maintaining operational efficiency preventing contamination risks too.
5. Drive System - Electric Motor / Steam Turbine: Provides necessary torque converting energy forms essential for continuous operations.
6. Instrumentation: Monitor critical variables affecting performance i.e., pressurization levels, thermal states etc..
7. Suction & Discharge Nozzles: Interface points where fluid enters then exits respective chambers enabling uninterrupted circulatory patterns across the pump.
8. Foundation Structure: Ensuring steadfastness amidst dynamic forces encountered throughout service life cycles guaranteeing safety standards compliance.
9. Control Systems Including Variable Frequency Drives, Pressure Transducers et al.: Manage operational dynamics optimizing effectiveness whilst ensuring safety.
10. Lubrication Subsystem: Crucial maintenance aspect preserving longevity reducing wear tear consequently minimising unexpected breakdown occurrences.

Excluded Components:

1. Electrical Enclosure Wires & Panels.
2. Coolant Circuits Air Or Water Based.
3. General Plant Utilities Like Compressed Air Supply Lines Et Al.
4. External Valving Arrangements Linking To Adjacent Process Units Within The Refinery.

Generate recommendation AI

AI explained Recommendations

An equipment boundary has been generated from the short description provided by you and similar examples in the reliability strategies library. The boundary must mention the equipment functionality and a list of included and excluded components. Edit it with your expertise to ensure that it captures the intended equipment.

How it works

1. Retrieve. The model retrieves the information from the short description and reliability strategies library.
2. Analyze. The model analyzes the strategy details.
3. Recommend. The model presents an AI recommendation in context.

Save Cancel

Visual prompting

Today

- Provides intelligent labeling and fine-tuning of Foundation Models in seconds with just a few clicks.
- The model is trained at the same time as you label the images

The screenshot displays the IBM Maximo Visual Inspection (VPL) application interface. The top navigation bar includes the title 'IBM Maximo Visual Inspection' and a series of window icons. The left sidebar contains a vertical menu with icons for various functions.

The main content area is titled 'Label objects and test' and includes the following elements:

- Breadcrumbs:** Data sets / Test VPL /
- Buttons:** 'Start test' (disabled) and 'Generate model' (active).
- Text:** 'Label objects in model images. Test to see whether the objects are accurately detected in other images. For in-app help, see [Visual prompting help](#)'.
- Model images:** A section labeled 'Model images 1'.
- Image usage controls:** 'Image usage', 'Model image' (selected), 'Keyboard shortcuts', and 'Add object type'.
- Object list:** A table titled 'Objects' showing detected items.

Search...			
^ A Insulator (1) :			
A1	Insulator	☒	☐
inferred			
- Image gallery:** A vertical strip of four images labeled 1 through 4, showing different views of insulators. Image 1 is highlighted with a 'Model image' label.
- Main image:** A large central image of a power line insulator with green bounding boxes and a yellow label 'A1'.
- Zoom control:** A 'Zoom' slider at the bottom right.

Capabilities targeted in MAS 9.2

Accelerate and Scale AI Impact in ALM



Outcome 1 Scale AI Across Maximo

Accelerate the creation, development of AI agents and tools to enable a broad spectrum of use cases and value.

Maximo agentic toolchain: Unleash AI to show up consistently across the suite without central-team bottleneck.

Maximo Task Agents (Orchestration): Let application teams and customers create repeatable AI workflows safely.

Keystone specialized agents: Develop deep domain agents competitors cannot easily copy.

Outcome 2 Transform the Field Experience

Deliver AI-driven knowledge, a mobile UX conforms to the realities of the work environment, and workflow optimization, driving productivity and safety.

Institutional knowledge in the flow of work: Make Maximo the system that operationalizes enterprise knowledge.

Bring the full might AI to the technician's hand: Create the most compelling field AI experience in enterprise asset management.

.

Outcome 3 Mature the intelligent platform

Integrate with horizontal AI, but position Maximo as the definitive AI-powered control tower for industrial asset management.

Assistant as work interface:

Centralizes interactivity and provides rich visual responses, contextual actions, and valuable daily activities (e.g. Daily briefings).

Mature the intelligent platform: Make AI measurable, governable, performant, and provable.

What is an AI agent?



An AI agent is an application that can **act autonomously** to **understand**, **plan**, and **execute a specific task**.

AI agents use LLMs to reason and can interface with tools, other models, and other systems to **fulfill user goals**.

Agents that will be released:

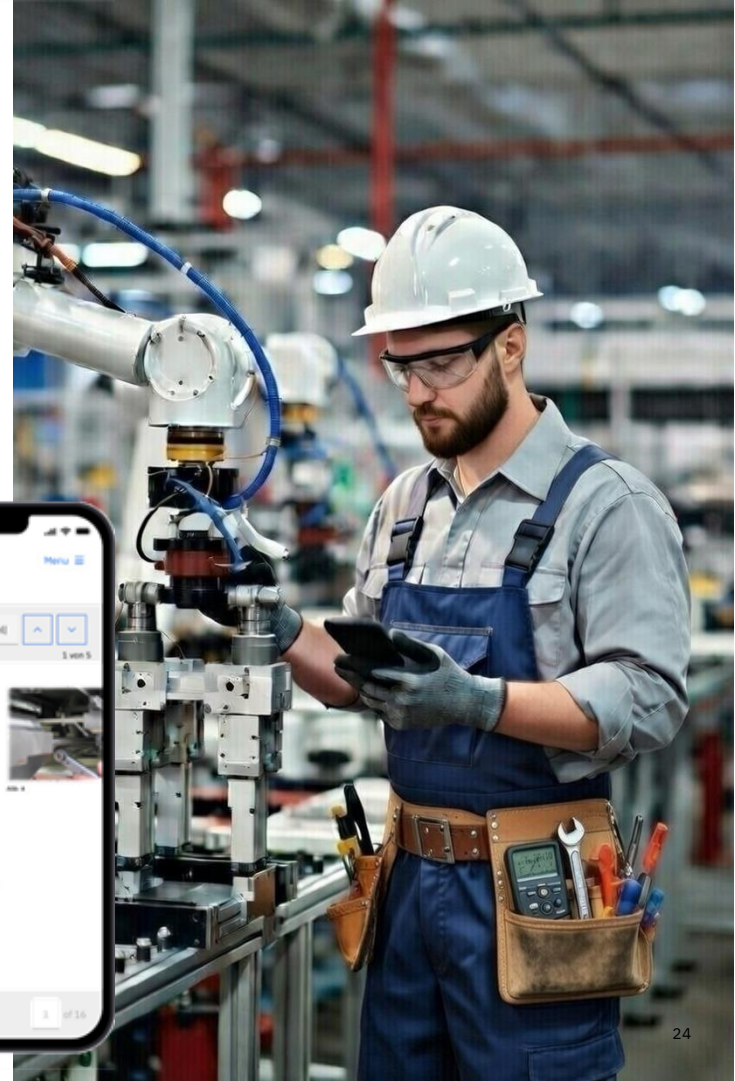
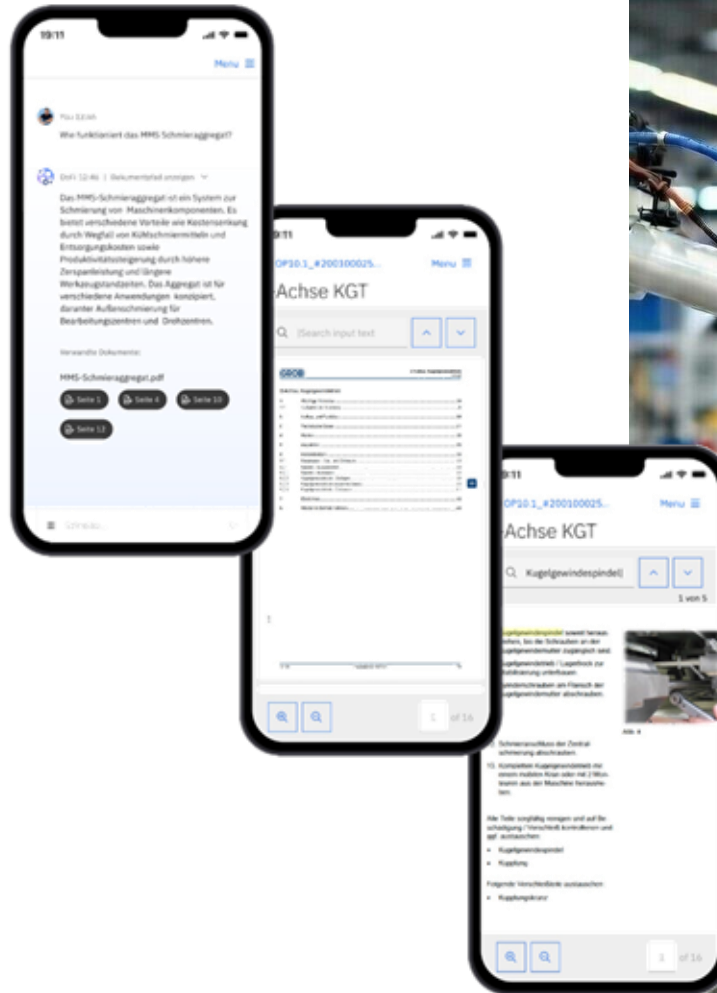
1. Summarization
2. RAG*: Knowledge Ingestion / Vectorization Agent (multiple document sources)
3. RAG*: Knowledge Reasoning Agent
4. Time-Series Intelligence (support for any time-series source)
5. NL2Formula
6. Text2Speech
7. Dynamic UI Generation
8. Speech2Text
9. Vision Intelligence
10. Image Generation

Transform the field experience

↪ Assistant on Mobile

The Assistant's full power in the palm of the fields hand

AI assistant in Maximo Mobile to improve the way technicians work through hands free, voice and images.



Maximo's AI Assistant helps you get work done.



Database Search

Extract information directly from the Maximo database

What high priority work orders are still open at Bedford?

Available in 9.1



Analytical Insights

Synthesize response that involve calculations from queried data.

What are the most common problems for PUMP asset type?

Available in 9.1



Document Search

Generate response found in user uploaded documents, including manuals, diagrams, etc.

How often should I replace the filters?



Summarization

Generate textual summarization from Maximo records.

What work was previously done for asset PUMP001?

Available in 9.2



Conversational Collaboration

Answer general questions, hold context and multi-turn collaboration.

What is a work order?

Available in 9.2



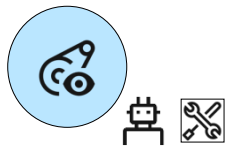
Additional Capabilities

Continue to add more specified skills in Maximo.

Potential for partners and customers to create their own and link it to the Assistant.

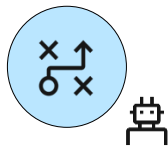
Available in 9.2

Coming soon: 4 specialist agents to support Condition-Based Maintenance practices



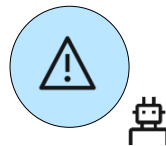
Condition Insights

Gen AI that rapidly analyzes asset data, strategy, work history, alerts and meter trends to explain its condition, identify trends, and recommend actions.



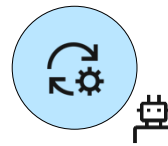
RCM Advisor

Recommends asset strategies, identifies gaps, and assists deployment of Reliability Centered Maintenance practices across MAS.



Smart Alerts

Enhances alerts with actionable insights by analyzing the event and the known failure modes for the asset to recommend the most appropriate job plan.



WO Automation

Turns alerts into new or updated work orders based on asset strategy, learns from expert users, and can be set to act autonomously.



Condition Insights

Instant actionable insights

No manual configuration or analytics expertise required.

This intelligent agent analyzes all available MAS asset data including work history, meters, KPIs, FMEAs, and alerts to deliver clear, contextual insights in seconds.

Asset Managers gain clarity faster, reduce cognitive effort, and make better decisions without needing weeks of effort by data science teams to build complex analytical models.

The screenshot displays the IBM Maximo Application Suite interface. The main header shows 'IBM Maximo Application Suite' and 'Health'. The left sidebar contains various navigation icons. The main content area is titled 'Assets & Locations / 23972' and shows details for a motor asset: 'Motor- 10hp/1750rpm/TEFC/254T Frame/440v/3ph/60hz'. Below this, there's an 'Insights' section with a 'Generate insights' button. The 'Effective age' and 'Next PM' sections show a yellow warning icon. The 'Asset details' section shows 'Type: Unspecified' and 'Model: Unspecified'. The 'Score details' section shows a 'Health' score of 67. A modal window titled 'Insights' is open, showing AI-generated insights for asset 23972. The modal includes a 'Needs attention' badge, a 'Confidence: high' badge, and a 'Generated on' timestamp of '08 December 2025 05:33 PM'. The 'Condition summary' states: 'The motor is 16 years old, past its 15-year life, and has a fair health score of 67. 14 preventive tasks are overdue, which raises the risk of failure. Meter readings show no problems, but missing problem codes and wrong labels on overdue tasks make tracking hard. The motor needs overdue maintenance done quickly, better scheduling, and a check to see if replacement is needed.' The 'Insights' section lists several points: 'All 14 preventive work orders (WO43053, WO43054, WO41062, WO40060, WO41011, WO43047, WO43051, WO43052, WO42005, WO43050, WO43055, WO43048, WO43049, WO42003) are overdue, indicating missed scheduled maintenance.', 'No corrective or failure work orders have been recorded for the motor.', 'The motor is 16 years old, exceeding its expected service life of 15 years.', 'The health score is Fair (67) despite the overdue maintenance, suggesting potential degradation.', 'Meter data shows zero anomalies and changepoints, providing no indication of abnormal operation.', 'No problem codes are assigned to any work orders, limiting root-cause analysis and trend tracking.', and 'Each work order is labeled with performance_category 'On Time (Green)' yet they are overdue, indicating data inconsistency.' The 'Recommendations (Ordered by priority)' section lists: 'Prioritize completion of the 14 overdue preventive maintenance tasks to restore the maintenance schedule and reduce risk of unexpected failure.' and 'Conduct a root-cause analysis of why preventive work orders are overdue despite being marked 'On Time', and improve scheduling and tracking processes.'

Alert Insights

Turning Alerts Into Intelligent Maintenance Actions

Alert Insights interprets the event, analyzes it against known failure modes, and provides a context rich diagnosis of the likely problem along with actionable recommendations

How it works

- AI reviews the alert in context by analyzing asset, location, related alerts, and historical work.
- Generates intelligent insights using failure modes, recommended actions, meter data, PM schedules, and job plans.
- Recommends the best mitigation activities based on the most likely failure mode and available maintenance strategies.

Alert insights

AI

Review the AI-generated insights for the alert associated with asset 654321

Confidence: High

Alert priority: 1

Generated on

27 January 2026 10:15 AM

Alert summary

The AI analysis indicates abnormally high vibration levels accompanied by elevated noise patterns, suggesting developing mechanical imbalance or potential component wear. The system recommends early inspection to prevent further deterioration.

Note: Add a [reliability strategy](#) to improve the alert insight.

View insight

Create work order

123456 (Alert no)

AI

✕

Alert insights

Review the AI-generated insights for the alert associated with asset 654321 [Learn more about insights](#)

Confidence: High

Alert priority: 1

Generated on

27 January 2026 10:15 AM

Summary

- CCW Pump 2B is losing suction pressure fast and discharge pressure is dropping. The pump is likely starved on the suction side, which cuts NPSH margin and can cause cavitation. Act now to protect the pump and find the suction restriction or low source level.

Failure analysis

- Past 6 hours: discharge down **3.6 psig/hr**, suction down **1.5 psig/hr**, differential down **2.1 psig/hr**. Suction fell below **15 psig** and discharge below **140 psig** around **15:00**. Suction head dropped about **25 ft**. This points to suction blockage/low level; internal wear is less likely.

Recommendations

- 1. Protect the pump now:** slightly throttle discharge to reduce flow, keep minimum-flow recirc open, and hold system pressure. If noise/roughness continues, switch to 2A/2C and remove 2B from service.
- 2. Quick comparison (≤15 min):** check 2B suction vs 2A/2C. If only 2B is low, it's a local suction issue.
- 3. If local (1–2 h on 2B):** LOTO; open/clean suction strainer; ensure suction valve is fully open; check for air leaks at joints; restore.
- 4. If common header low:** confirm tank/header level and makeup, inspect intake screens, adjust recirc and downstream loads to recover suction pressure.
- 5. Verify after fix:** at near-rated and reduced flow, confirm suction ≥18 psig (or site NPSH margin), discharge back to target, and trend every 30 minutes for 4 hours.

AI explained

Alert insights

AI-generated insights and recommendations derived from available data types. [Learn more about insights.](#)

How it works

- 1. Review.** Reviews alert information and associated asset and location information.
- 2. Generate.** Generates insights and recommendations.
- 3. Create.** Creates a pre-filled work order form for you to review and submit.

Data types

- **Alert, asset, and location details.** Core information about related alerts, associated assets, and their physical or logical locations.
- **Work orders.** All types of work. Historical and upcoming work orders linked to the relevant asset or location are taken into account.
- **Reliability strategy.** Identified failure modes and recommended mitigation actions, where available.
Note: Asset strategies are highly recommended to ensure AI insights can provide high-confidence assessments and recommendations.
- **Meter data.** Any available meter readings or usage data associated with the asset.
- **Preventive maintenance (PM).** Relevant PM records and schedules, when provided.
- **Job plans.** Detailed job plan information, if available.

WO Automation

From Insight to Action in One Step

Once Alert Insights identifies the most appropriate corrective job plan, the system can immediately translate that recommendation into action by automatically generating a Work Order—no manual intervention required.

How It Works

- Alert Insights identifies the failure mode from the Asset Strategy
- A recommended job plan is selected
- A Work Order is automatically created
- Prioritization happens instantly based on the risk and urgency of the asset.

Summary

Create work order

Use this pre-filled form to create a work order with one click.

*Summary

CCW Pump 2B is losing suction and pressure, indicating suction cavitation

Description

230/1000

CCW Pump 2B is losing suction and discharge pressure, indicating suction starvation and cavitation risk. Immediate action is required.

Work type

Preventive Maintenance

Priority

1

Start no earlier than

01/27/2026

Finish no later than

01/30/2026

Inspection form (optional)

PUMP_TEMP_HIGH

Job Plan (optional)

JOB_PLAN_PUMP_12345

Failure Mode

PUMP_TEMP_ANOMALY

Cancel

Create

AI explained

Alert insights

AI-generated insights and recommendations derived from available data types. [Learn more about insights.](#)

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Let AI decode the fine print for lease abstraction

Real Estate and Facilities

AI-powered NLP extracts and classifies key lease clauses, terms, and financial data.

Reduce costs and save time with Gen AI-powered lease abstraction and proactive management of key dates and obligations

IBM Maximo Application Suite | Real Estate and Facilities

Review lease abstract

General | Rent | Default | Security deposit | Options > > US100029_Lett... | 1 / 32 | 🔍 🔍 🔍

General

Lease ID: 546543 | Status: Draft

Lease name: Lease_051325 [AI]

Legal name: Legal name [AI]

Description: 0/1000
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Suspendisse eleifend faucibus vestibulum. Quisque eget pulvinar ante, eget euismod odio. Vestibulum bibendum augue at tellus viverra cursus. [AI]

Revision: 1 [AI] | Legacy ID: 354312-B7 [AI]

Create draft Cancel

IBN382195-009

Natural language data query & agentic AI

Real Estate and Facilities

Turn questions into answers, explore all Real Estate & Facilities data effortlessly

Query to quickly answer questions and gain insights across portfolio data

Receive summarisation of key data, reducing the need for users to navigate foundation screen and accelerate the time to find important data

Agents:

- Room booking agent
- Space planning agent
- Task and timeline agent

